# User Guide

## BROADBAND E230 HSPA USB MODEM

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DiGi
Always the smarter choice

**Q : When I click on the ‘Connect’ button in the Connection Manager, the message ‘Modem not found’ appears. What should I do?**

A : Your PC could not detect your modem or could not recognise the modem’s driver. Please remove and re-plug the modem into the USB port.

# Hardware Manual

Broadband E230 HSPA USB Modem

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**Q : I have set the modem tools to WCDMA only signal, but why am I getting only EDGE /GPRS coverage/speed?**

A : Do take note that your area may not be covered by our 3G network at the moment. Please check the coverage map @ **http://www.digi.com.my/broadband**

**Q : After I plug in the modem, it fails to prompt me to perform the Connection Manager installation. What should I do?**

A : Go to My Computer > DiGi Internet drive and locate the 'Setup.exe' file. Double-click it and it should launch the installation process.

**Q : The modem's Connection Manager has been installed, but not the drivers. What should I do?**

A : Remove the modem from the USB slot and re-plug it in the same slot, or another USB slot.

**Q : I am unable to find any new devices in the device manager after the Connection Manager has been installed. What should I do?**

A : Please perform the following:

1. Uninstall the 'Mass Storage device' from 'Device Manager'.
2. Reinstall the modem's software.

**Q : Even after successful installation, the Connection Manager does not auto-run. What should I do?**

A : This occurs with the Windows 2000 operating system which does not support 'hot plug-in'. You can double-click the DiGi Internet icon on the desktop to launch the Connection Manager.

DG 158337 Broadband_UserGuide_E230_R1_34-3
FA size: 12cm(H) x 24cm(W)

**Q : I can't get connected. What should I do?**

A : Please check the following:

1. Please make sure the modem is connected properly (Signal bars appear on the signal strength icon).
2. Access Point Name (APN) is set to 3gdgnet **[Tools > Options > Profile Management]**
3. Dial-up number should be *99# **[Tools > Options > Profile Management]** Broadband Customer Service at 016 299 3333 or 1 800 68 3333 check if your subscription is active.

**Q : I am experiencing slow Internet browsing speed. It takes ages for each page to load.**

A : Slow connection speed can be attributed to a few factors:

1. Check the network signal strength. If the connection is poor (2 bars or less), you may be in a low coverage location. Try moving around to see if you are able to receive better coverage.
2. Check the network type (GPRS/EDGE/UMTS/HSDPA/HSPA/WCDMA)? Please check the network status at the bottom of the Connection Manager.
3. Set the network settings in the modem tools to WCDMA only signal. **[Tools > Options > Network]**
4. Are you using any P2P application? If yes, do turn it off as the P2P application may consume all the available bandwidth.

**Q : I am connected, but I can't browse or connect to my Messenger.**

A : 1. Go to your Internet Explorer > Tools > Internet Options > Connection > LAN Settings and uncheck the Proxy Server settings.
2. If it is already unchecked, disconnect and reconnect the Internet connection again.

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FA size: 12cm(H) x 24cm(W)

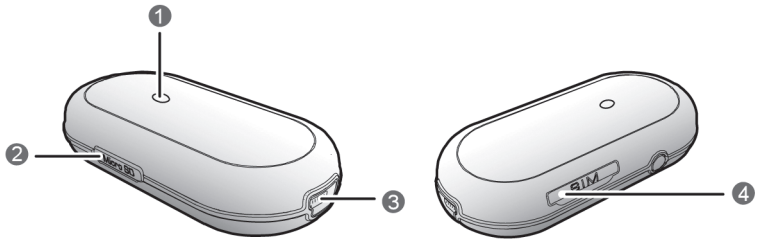
Thank you for purchasing the Broadband E230 HSPA USB Modem.

**Note:**

- This manual briefly outlines the preparation, process for installing/uninstalling, and safety precautions for using the Broadband E230 HSPA USB Modem (hereinafter referred to as the E230).
- You are recommended to read the manual before using the E230.
- The signal strength and the transmission rate are affected by the actual environment. The electromagnetic waves emitted from the PC may interfere with wireless signals. When the signal is weak or the transmission rate is low, you are recommended to use the long USB cable provided with the E230 and change the position of the E230 to receive stronger signals.

## Getting to Know the E230

The following figures show the appearance of the E230. The actual product may differ.






# DiGi Internet Troubleshooting Guide

**Q : How do I know that I am connected via the DiGi 3G connection?**

A : Please refer to the signal bar icon at the bottom left of the Connection Manager window. It indicates whether it is connected to a GPRS, EDGE or UMTS/WCDMA/HSDPA network.

**Q : Can I unplug the modem without first removing it from the operating system menu?**

A : The modem supports hot plug-in/unplug, however we would recommend that you remove the device via the operating system first.

## 1. Indicator

Indicates the status of the E230

| Colour | Status | Definition |
|---|---|---|
| Green | Blinking (twice every 3s) | The E230 is powered on |
| Green | Blinking (once every 3s) | The E230 is registered to a GPRS (GSM/GPRS/EDGE) network |
| Blue | Blinking (once every 3s) | The E230 is registered to the WCDMA/HSDPA/HSUPA network |
| Green | On | The GPRS/EDGE connection is set up |
| Blue | On | The WCDMA connection is set up |
| Cyan | On | The HSDPA/HSUPA connection is set up |
| - | Off | The E230 is removed from PC |

## 2. Micro SD card slot

Holds the Micro SD card.

## 3. Mini-USB interface

You can connect the mini-USB connector of the data cable to the mini-USB interface.

## 4. USIM/SIM card slot

Holds the USIM/SIM card

## Requirements for the PC

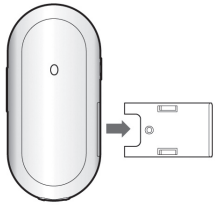
To use the E230, the PC must meet the following requirements:

- Standard USB interface
- Windows 2000 SP4, Windows XP SP2, Windows Vista, Mac OS
- The hardware of your PC must meet or exceed the recommended system requirements for the installed version of OS
- Display resolution: 800 × 600 or above

## Preparing the E230

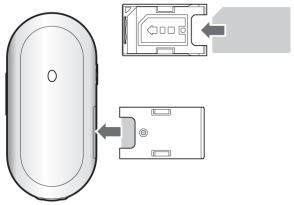
### Installing the USIM/SIM Card

1. Take out of the USIM/SIM card slot from the E230



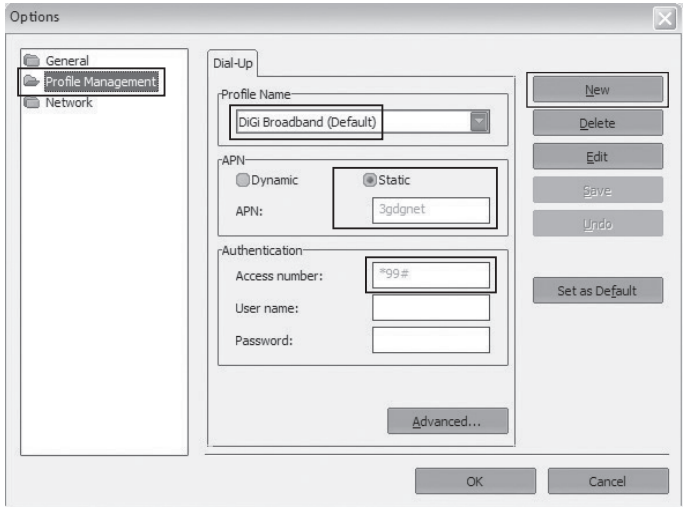
2. Insert the USIM/SIM card into the card slot. Make sure that the USIM/SIM card is properly inserted

3. Insert the card slot into the E230





1. Launch the DiGi Internet Connection Manager.
2. Go to **'Tools' > 'Options' > 'Profile Management'**
3. In the 'Profile Management' window, perform the setup as below:
    - APN: **3gdgnet**
    - Dial-up Number: ***99#**



**Q : What does the blinking LED on the modem indicate?**

A :

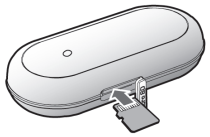
| LED Indicator | Status | Definition |
|---|---|---|
| Green | Blinking (on for 100ms and off for 100ms; then on for 100ms and off for 2700ms) | The modem is powered on |
| Green | Blinking (on for 100ms and off for 2900ms) | The modem is registered to a GPRS (GSM/GPRS/EDGE) network |
| Blue | Blinking (on for 100ms and off for 2900ms) | The modem is registered to a UMTS (WCDMA/HSDPA) network |
| Green | On | The modem is connected to a GPRS network |
| Blue | On | The modem is connected to a WCDMA network |
| Sky Blue | On | The modem is connected to a HSDPA network |
| No Colour | Off | The modem is removed |

**Q : How do I configure the settings to DiGi's settings to enable me to connect?**

A : The built-in driver and client should already have DiGi's settings. However, in case you need to alter the settings, please follow the steps below:

## Inserting the Micro SD card

Insert the Micro SD card into the E230, as shown in the following figure.

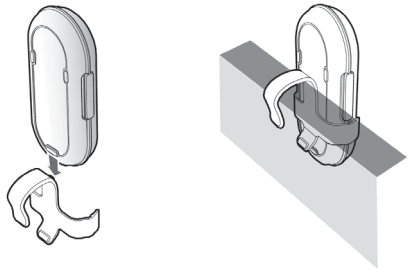


**Note**:

- Micro SD card is an optional accessory. If the Micro SD card is not provided in the package, you can buy one yourself.
- Do not remove the Micro SD card when it is being used. Removing the card during operation may damage the Micro SD card as well as the device, and data stored on the card may be corrupted.

## Using the Clip

A clip is provided in the package of the E230. When you connect the E230 to a laptop, you can fix the E230 to the clip, and hang the clip on the laptop.



## Installation Guide

The procedure for installing the management program depends on the operating system installed on your PC. The following section takes Windows XP as an example.

## Connecting the E230 with a PC

**Note:**

Power on your PC before connecting the E230 with the PC. Otherwise, the normal installation of the E230 may be affected.

The following figure is a sketch of the data cable.

1 USB connector
2 Mini-USB connector

1. Connect the Mini-USB connector to the E230
2. Connect the USB connector to the USB interface of the PC

**Q : What are the laptop/PC requirements for this modem to function?**

A : The USB modem will operate on both a laptop or desktop PC with the minimum requirements below:

- Laptop/PC hardware must meet or exceed the recommended system requirements for the installed version of the operating system
- Hard Disk: 50MB free disk space
- Operating System: Windows XP/Windows 2000/Windows Vista/ Mac OS X version 10.4.3
- USB Modem Interface: USB 2.0
- Display Resolution: 800 x 600 pixels or above (1024 x 768 pixels recommended)

**Q : How do I install the modem?**

A : Please follow the steps below:

1. Plug-in the modem into the USB slot available on your laptop/PC.
2. Your laptop/PC should detect the modem and install the driver of the modem automatically.
3. Your laptop/PC will then prompt you to install the DiGi Internet Connection Manager.
4. Follow the on-screen instructions to complete the installation.

# DiGi Internet Modem FAQ

## Installing the E230 Management Program

1. Connect the E230 and the PC with the USB cable
2. The OS automatically detects and recognises new hardware and starts the installation wizard

**Note:**

If the auto-run program does not respond, find the AutoRun.exe file in the driver path. Then double-click AutoRun.exe to run the program.

3. Follow the prompts of the installation wizard
4. After the program is installed, the shortcut icon of the management program is displayed on the desktop

## Launching the Management Program

After the E230 is installed, the management program is launched automatically. Then every time the E230 is connected to the PC, the management program is launched automatically.

You can also double-click the shortcut icon on the desktop to launch the management program.

### Uninstalling the Management Program

1. Choose **Start > Control Panel**
2. Find the management program, and click **Add/Remove Program** to uninstall the management program

**Note:**

It is recommended to restart the PC after the uninstallation to ensure that the management program is completely uninstalled.

### Removing the E230

1. Double-click in the system tray. The **Unplug or Eject Hardware** interface is displayed
2. Select the hardware related to the E230 and click **Stop**
3. When the prompt "It is safe to remove the device" is displayed, remove the E230

**Note:**

Before removing the E230, exit the management program.



# 4 FAQ

### What should I do if I cannot access the Internet?

1. Check the network signal strength
2. Check whether you have activated the wireless online service. You can ask the local network operator how to activate it
3. If the wireless online service is activated, check network settings according to the instructions in “Internet Services”

# 5 Acronyms and Abbreviations

| | | |
|---|---|---|
| **Numeric** | 3G | The Third Generation |
| **A** | APN | Access Point Name |
| **D** | DNS | Domain Name Server |
| **G** | GPRS | General Packet Radio Service |
| **P** | PIN | Personal Identification Number |
| | PUK | PIN Unblocking Key |
| **S** | SIM | Subscriber Identity Module |
| **U** | USIM | UMTS Service Identity Module |
| **W** | WINS | Windows Internet Name Service |

## Safety Information

Read the safety information carefully to ensure the correct and safe use of your wireless device.

## Interference

Do not use your wireless device if using the device is prohibited or when it causes danger or interference with electric devices.

## Medical Device

- Do not use your wireless device and follow the rules and regulations set forth by hospitals and healthcare facilities.
- Some wireless devices may affect the performance of hearing aids. For any such problems, consult your service provider.
- If you are using an electronic medical device, consult the doctor or device manufacturer to confirm whether radio waves affect the operation of this device.

## Area with Inflammables and Explosives

To prevent explosions and fires in areas that are stored with inflammable and explosive devices, do not use your wireless device and observe the rules. Areas stored with inflammables and explosives include but are not limited to the following:

- Petrol station
- Fuel depot (such as the bunk below the deck of a ship)
- Container/Vehicle for storing or transporting fuels or chemical products
- Area where the air contains chemical substances and particles (such as granule, dust, or metal powder)



**Note:**

For details about setting the profile, contact your service provider.

**Creating a Dial-up Profile**

1. Click **New** to set the profile name, access number, user name, password, Access Point Name (APN) and APN status
2. Click **Advanced** to set the IP information, authentication protocol, Domain Name Server (DNS) and Windows Internet Name Service (WINS)
3. Click **OK** to save the advanced settings and return to the **Dial-Up** interface
4. Click **OK** and the **Prompt** dialog box is displayed
5. Click **Yes** to save the settings; or click **No** to cancel the settings

**Editing a Dial-up Profile**

1. In the **Profile Name** drop-down combo box, select a setting
2. Click **Edit** to modify the profile name, access number, user name, password, APN name and APN status
3. Click **Advanced** to set the IP information, authentication protocol, DNS, and WINS
4. Click **OK** to save the advanced settings and return to the **Dial-Up** interface
5. Click **OK** and the **Prompt** dialog box is displayed
6. Click **Yes** to save the settings; or click **No** to cancel the edits

**Deleting a Dial-up Profile**

1. In the **Profile Name** drop-down combo box, select a setting
2. Click **Delete** and the **Prompt** dialog box is displayed
3. Click **Yes** to delete the setting; or click **No** to cancel the deletion

- Area indicated with the "Explosives" sign
- Area indicated with the "Power off bi-direction wireless equipment" sign
- Area where you are generally required to stop the engine of a vehicle

## Traffic Security

- Observe local laws and regulations while using the wireless device. To prevent accidents, do not use your wireless device while driving.
- RF signals may affect electronic systems of motor vehicles. For more information, consult the vehicle manufacturer.
- In a motor vehicle, do not place the wireless device over the airbag or in the airbag deployment area. Otherwise, the wireless device may hurt you owing to the strong force when the airbag inflates.
- Observe the rules and regulations of airline companies. When boarding, switch off your wireless device. Otherwise, the radio signal of the wireless device may interfere with the plane control signals.

## Safety of Children

Do not allow children to use the wireless device without guidance. Small and sharp components of the wireless device may cause danger to children or cause suffocation if child swallows the components.

## Environment Protection

Observe the local regulations regarding the disposal of your packaging materials, used wireless device and accessories, and promote their recycling.



1. Click the **Network Type** tab
2. In the **Network Type** drop-down combo box, select the corresponding network type
3. In the **Band** down-drop list box, select the corresponding frequency band
4. Click **Apply**
5. Click **OK** to save and enable the settings

**Selecting a Registration Mode**

You can set the search and registration mode after selecting the network type.

1. Click the **Registration Mode** tab
2. Select **Auto search and register** or **Manual search and register**

**Auto Search and Register**

When you select **Auto search and register**, the terminal product can automatically search and register to a supplied network.

**Manual Search and Register**

1. Select **Manual search and register**
2. Click **Refresh**
3. Select an operator name in the list
4. Click **Register**

## Connection Profile Settings

To display the **Dial-Up** interface, do as follows:

1. Choose **Tools > Options**
2. In the navigation tree, click **Profile Management**
3. Click the **Dial-Up** tab

1. Choose **Tools** > **Choose Device**
2. Select a device in the device list
3. Click **OK** to terminate the current terminal and switch to the selected one

## Viewing Diagnostics Information

Choose **Tools** > **Diagnostics** to view the diagnostic information of the terminal device.

## Startup Settings

You can set the Terminal Management to launch automatically along with Windows and minimise the interface after the startup.

1. Choose **Tools** > **Options**
2. Click **General** in the navigation tree
3. You can choose the following options:

- Select **Launch on Windows startup**: The Terminal Management launches automatically along with Windows
- Select **Minimise window on startup**: The interface of the Terminal Management is automatically minimised after the Terminal Management is launched

4. Click **OK** to save the settings

## Network Settings

To display the Network interface, do as follows:

1. Choose **Tools** > **Options**
2. In the navigation tree, click **Network**

**Selecting a Network Type**

You can select different network types to search and access the network.



## WEEE Approval

The wireless device is in compliance with the essential requirements and other relevant provisions of the Waste Electrical and Electronic Equipment Directive 2002/96/EC (WEEE Directive).

## RoHS Approval

The wireless device is in compliance with the restriction of the use of certain hazardous substances in electrical and electronic equipment Directive 2002/95/EC (RoHS Directive).

## Laws and Regulations Observance

Observe laws and regulations when using your wireless device. Respect the privacy and legal rights of others.

## Care and Maintenance

It is normal that your wireless device gets hot when you use or charge it. Before you clean or maintain the wireless device, stop all applications and disconnect the wireless device from your PC.

- Use your wireless device and accessories with care and in a clean environment. Keep the wireless device from a fire or a lit cigarette.
- Protect your wireless device and accessories from water and vapour and keep them dry.
- Do not drop, throw or bend your wireless device.
- Clean your wireless device with a piece of damp and soft antistatic cloth. Do not use any chemical agents (such as alcohol and benzene), chemical detergent, or powder to clean it.

- Do not leave your wireless device and accessories in a place with a considerably low or high temperature.
- Use only accessories of the wireless device approved by the manufacturer. Contact the authorised service centre for any abnormality of the wireless device or accessories.
- Do not dismantle the wireless device or accessories. This will void the warranty.

## Emergency Call

This wireless device functions through receiving and transmitting radio signals. Therefore, the connection cannot be guaranteed in all conditions. In an emergency, you should not rely solely on the wireless device for essential communications.

## Specific Absorption Rate (SAR)

Your wireless device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organisation ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for wireless devices is 2.0 W/kg and the highest SAR value for this device when tested complied with this limit.

## Body Worn Operation

Important safety information regarding radio frequency radiation (RF) exposure.

To ensure compliance with RF exposure guidelines the device must be used with a minimum of 1.5 cm separation from the body.



**Entering the PIN Code**

When the PIN Verification is enabled, you need to enter the correct PIN code to use the network-related functions.

1. Choose **Tools** > **PIN Operations** > **Enter PIN**
2. Enter the correct PIN code
3. Click **OK** to complete the verification

**Note:**
If you enter the wrong PIN codes for a preset number of times, the SIM/USIM card is locked and you cannot use it until you enter the PUK code. The Terminal Management prompts you with the remaining number of attempts for entering the PIN code or the PUK code.

**Unlocking the PIN**

When the SIM/USIM card is locked, the **Unlock PIN** dialog box is displayed after you start the Terminal Management.

1. Enter the correct PUK code
2. Enter the new PIN code
3. Click **OK** to complete the modification

## Choosing a Device

The Terminal Management can support different terminal products.

When the Terminal Management is launched, it searches the matched terminal automatically. If two or more terminals are found, the connected terminals are displayed on the **Choose Device** interface. You can choose a terminal to run and click **OK**.

If two or more supported terminals are connected with the PC, you can change or choose a device when running the Terminal Management.

DG 158337 Broadband_UserGuide_E230_R1_22-15
FA size: 12cm(H) x 24cm(W)

# 3 Settings and Information Query

## PIN Operations

If a SIM/USIM card is used on the terminal, the Personal Identity Number (PIN) code protects your card from unauthorised use. You can modify the PIN code and enable/disable the PIN verification.

**Note:**

The PIN code and PIN Unblocking Key (PUK) code are provided along with the SIM/USIM card. For details, contact your service provider.

**Enabling/Disabling the PIN Verification**

You can enable the PIN Verification. If it is enabled, you need to verify the PIN code when launching the Terminal Management again.

- To enable: Choose **Tools** > **PIN Operations** > **Enable PIN Verification**
- To disable: Choose **Tools** > **PIN Operations** > **Disable PIN Verification**

**Modifying the PIN Code**

1. Choose **Tools** > **PIN Operations** > **Modify PIN**
2. In the **Modify PIN** dialog box, enter the current PIN code and the new PIN code
3. Enter the new PIN code again
4. Click **OK** to complete the modification

**Note:**

The PIN code should be a numeric string of 4~8 digits.



Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

## Regulatory Information

The following approvals and notices apply in specific regions as noted.

**CE Approval (European Union)**

The wireless device is approved to be used in the member states of the EU. The wireless device is in compliance with the essential requirements and other relevant provisions of the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC (R&TTE Directive).

Federal Communications Commission Notice (United States): Before a wireless device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure.

The SAR limit adopted by the USA and Canada is 1.6 watts/kilogram (W/kg) averaged over one gram of tissue. The highest SAR value reported to the FCC for this device type was compliant with this limit.

**FCC Statement**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

* This device should be installed and operated with a minimum distance of 20 cm between the radiator and your body when using it via USB cable.

Version: V100R001_01 Part Number: 31018708

# Software Manual

- **Transfer:** To view the duration of the current connection, uploaded/downloaded speed and data of the current connection
- **Statistics:** To view the last reset time, daily/monthly/yearly uploaded and downloaded data

**Note:**

The statistical data of the traffic is only for your reference. The actual traffic information is accounted on the basis of the traffic data collected by the operator.

**Resetting the Statistics Information**

To reset the statistics information, do as follows:

1. In the navigation tree, right-click a tab
2. Choose **Reset Statistics**
3. In the **Confirm** dialog box, click **Yes**

# 2 Internet Services

## Accessing the Internet

After setting the network and connection profiles, you can access the network through the Terminal Management.

To access the Internet, do as follows:

1. Click
2. Select the correct profile in the drop-down list
3. Click **Connect** to set up the connection
   When the connection is established, the system automatically connects to the website: www.myinternet.com.my

**Note:**

- When the connection is established, the main interface displays the details of the current network
- When the connection is established, choose **Disconnect** to disconnect from the network

## Statistics Information

You can use the Statistics function to check the network traffic.

**Viewing the Statistics Information**

To view the statistics information, do as follows:

1. Click to display the Statistics interface
2. In the navigation tree, click the following tabs to display the corresponding diagram



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# 1 Description of the Terminal Management GUI

**Launching the Terminal Management**

To launch the program, double-click the shortcut icon of the Terminal Management on the desktop.

**Note:**

- When you are required to enter the Personal Identification Number (PIN) code, enter the correct PIN and click OK. If you fail to enter the correct PIN or PIN Unblocking Key (PUK) code, the network-related functions would be unavailable.
- The SIM/USIM card is supplied by the service provider. For details, contact your service provider.

## Interface Overview

**Shortcut Icons**

The following table lists the shortcut icons provided by the Terminal Management.

| Click… | To… |
|---|---|
| | Display the Connection interface |
| | Query the statistics of the transferred data |
| | Access the Internet and connect to the website: www.myinternet.com.my |
| | Access the Internet and connect to the website: www.digi.com.my |



**Status Information**

The following table lists the status information.

| Status Information | Description |
|---|---|
| Network signal | Indicates the signal strength of the network |
| Network information | Displays the profile of the current network |
| Network connection | The information of the network connection:<br>• The network is connected<br>• The network is disconnected |
| Transferred data | • Data download is in progress<br>•  Data upload is in progress |